DOCUMENT RESUME

ED 351 575 CE 062 461

AUTHOR	Neely, Margery A.
TITLE	Quality Interviews with Adult Students and Trainees. A Communications Course in Student Personnel and In-Service Training.
REPORT NO	ISBN-0-398-05813-X
PUB DATE	92
NOTE	362p.
AVAILABLE FROM	Charles C. Thomas, Publisher, 2600 South First Street, Springfield, IL 62794-9265 ($69.75).
PUB TYPE	Books (010) -- Guides - Classroom Use - Teaching Guides (For Teacher) (052)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	Accountability; Adult Education; Communication Skills; Conflict Resolution; Counseling Techniques; *Employment Interviews; Ethics; Higher Education; Integrity; Interpersonal Communication; *Interviews; Measures (Individuals); *Operations Research; Personnel Evaluation; Personnel Selection; *Quality Control; *Questioning Techniques; Stress Management; Student Personnel Services; *Student Personnel Workers; Student Placement; Time Management

ABSTRACT

This book has the following objectives: (1) to sharpen the skills of interviewers to increase the quality of the interview process used with diverse populations; (2) to describe the dynamics of the occupations that use a brief interview in the education and training service-producing industry; and (3) to provide measurement for statistical process control. The first chapter covers quality and interviewing, including interviewers, quality and productivity, unbiased intergroup contact, total system quality, and statistical process control. Chapter 2 addresses quality design and influential power, including education and training services, quality and mutual influence, quality design, the dynamics of cooperative interdependence, sources of influence, quality of integrity, quality of consistency, quality of client satisfaction, and quality of timeliness. Chapter 3 covers the development attributes. The subject of chapter 4 is verbal following styles, including learning and problem-solving styles and attributes. Chapter 5 covers interaction attributes, including process and productivity, communication processes, and attributes. Chapter 6 addresses attributes in analyzing client clues, including quality control, students and trainees, world views, and attributes. Chapter 7 deals with systematic thought attributes. Chapter 8 is about attributes of ethical behavior, including an overview, organizational structure, persons in the system, and attributes. Chapter 9 covers attributes in handling stress and conflict. The quality of timeliness is the subject of chapter 10. Chapter 11 covers the attributes of timeliness, including quality and timeliness and ancillary training assistance. Chapters typically include summaries, case studies, checklist directions, and activities. Appendix A is on evaluation. Appendix B is a guide for occupational exploration interest patterns by representative education and training interview occupations and selected cross-walk codes. Appendix C explains discrimination legislation. The document concludes with 19 pages of references and two indexes. (CML)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****